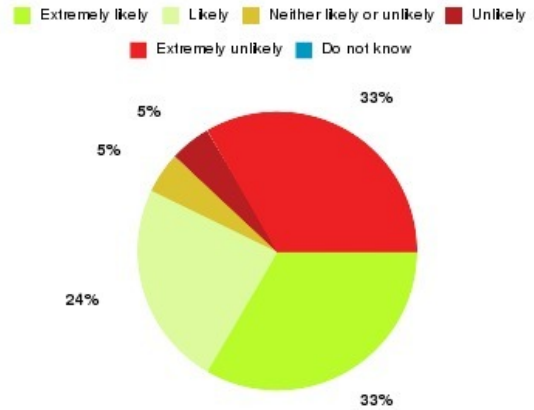


GP – Riverside Practice Summary

Number of responses: 21

| Recommendation | Amount | Percentage |
|----------------------------|--------|------------|
| Extremely likely | 7 | 33.333% |
| Likely | 5 | 23.810% |
| Neither likely or unlikely | 1 | 4.762% |
| Unlikely | 1 | 4.762% |
| Extremely unlikely | 7 | 33.333% |
| Do not know | 0 | 0.000% |



| Recommendation | Amount | Percentage |
|---------------------------------|--------|------------|
| Would recommend our service | 12 | 57.143% |
| Would not recommend our service | 8 | 38.095% |
| Neutral or do not know | 1 | 4.762% |



Comments

More toilets for females and males in the doctor's surgery. More female doctors in the practice at the Riverside Medical Group.

Doctor - nothing was good was waiting over an hour and wasn't told there was a delay so my kids was hungry waiting.

Very Poor Waiting 1hr 30 mins for appt. Appt was at 16:00 waited until 17:30. No socket covers on electrical sockets - dangerous for 2 x toddlers.

Written on behalf of patient - Patient called to say thank you to Dr Hussain he noticed she wasn't doing well and gave her a weeks leave from work. Patient stated she spent the time with her son and felt so much better. She was tearful during our conversation and thanked Dr Hussain greatly.

Pharmacist

Pharmacist - Good. 100%. Able to get appointment easily.

More female doctors for ladies who cannot see a male doctor and cant be chaperoned. More female toilet.

Was in and out

No surgical handwash. Booking in for appointments upon arrival

my visit was good and the nurse Jill was very pleasant and she knew what she was on about. You could put a clock in the waiting room and some water if you can.

Doctor Nothing was good, had to wait over 1 hour, if you have a 10 min; appt be 10 mins.

Doctor Waiting over 1 hour to see doctor.

Doctors Surgery Written on behalf of pt. He came from work only gets 30 minutes break been waiting over 30 minutes and still 3 people in front. Very unhappy with service.

Had to wait 50 minutes before doctor called me and my baby in for check up

very good - pharmacist medication review